

ISD SERVICE CATALOG

ISD OFFICE OF SYSTEMS ADMINISTRATION SERVICES AND PRICING

Hosted web services:

Example: An agency contracts with ISD to provide a web site on an ISD owned web server.

Pricing:

20 MB	\$25.00 per month
100 MB	\$40.00 per month
500 MB	\$65.00 per month
1000MB	\$90.00 per month
Initial Setup	\$95.00 one-time charge
Optional MS SQL Database Support:	
100MB Database	\$50.00
200MB Database	\$100.00

Service Provided:

Microsoft Server 2003 License
Operating system support via Microsoft Premier Support
Index Server
MS FrontPage Extensions Web
Services IIS 6
Microsoft Access Support
Microsoft SQL Database Support (optional)
Symantec Virus Protection
Detailed real-time web traffic analysis
Support for Multiple Domain Names
Stringent Security Policies Server
Maintenance
Security Patch management
Manage User Accounts
Address hardware and software issues
Backup and Recovery with off-site storage
All data stored securely on SAN and replicated off-site
High-Availability Web Server Hardware
Raised Floor Datacenter
Redundant Connection to the Internet (DS3)

Shared 1GB Network Connection
24 x 7 Security Monitoring
24 x 7 Network Monitoring Controlled
HVAC environments Halon Fire Suppression
UPS and Diesel generator power backup

Server Hosting and Management Services:

1. Agency provides server and ISD manages:

Example: An agency contracts with ISD to maintain their agency's server in the ISD Datacenter and wants ISD to manage the server.

Pricing:

Rack Server	\$100.00
Tower Server	\$150.00

***Note: This is for existing tower servers only. No new towers will be allowed into the ISD datacenter. All new agency servers must be rack mountable.**

Service Provided:

Support for Multiple Domain Names
Server Maintenance
Security Patch management
Manage user accounts
Address hardware and software issues
Backup and recovery with off-site storage
Raised floor Datacenter
Redundant connection to the Internet (DS3)
24 x 7 Security Monitoring
24 x 7 Network Monitoring
Controlled HVAC Environment
Halon Fire Suppression
UPS and Diesel generator power backup
100 MBps Network Connection
SAN connectivity available
(Additional storage available see "SAN Storage Services" section)

2. ISD provides and manages a dedicated Virtual server:

Example: An agency contracts with ISD to provide a dedicated, Virtual Server, in the ISD datacenter, to be used exclusively by that agency. This server will be managed by ISD.

Pricing:

20GB SAN Storage and 512MB RAM	\$125.00 per month
50GB SAN Storage and 1024 MB RAM	\$175.00 per month
100GB SAN Storage and 2GB RAM	\$225.00 per month

Contact us for pricing on any special needs such as additional storage, RAM, or processors.

Service Provided:

Microsoft Server 2003 license
Operating system support via Microsoft Premier Support
Symantec Virus Protection
Stringent Security Policies
Server Maintenance
Security Patch management
Manage user accounts
Address hardware and software issues
Backup and recovery with off-site storage
All data stored securely on SAN and replicated off-site
Raised floor Datacenter
Redundant connection to the Internet (DS3)
Shared 1GB Network Monitoring
24 x 7 Security Monitoring
24 x 7 Network Monitoring
Controlled HVAC Environment
Halon Fire Suppression
UPS and Diesel generator power backup

3. **ISD provides and manages a dedicated Physical Server**

Example: An agency contracts with ISD to provide a dedicated, physical server located in the ISD datacenter to be used exclusively by that agency. This server will be managed by ISD.

Price:

Monthly cost would be a negotiated price based on the purchase price of required server (server plus any required software, etc) plus 4% administrative fee and \$100.00 per month for server management.

Services Provided:

Operating system support via Microsoft Premier Support
Stringent Security Policies
Server Maintenance

Security Patch management
Manage user accounts
Address hardware and software issues (some exceptions apply. Contact OSA for more details)
Backup and recovery with off-site storage
Raised floor Datacenter
Redundant connection to the Internet (DS3)
Shared 1GB Network Monitoring
24 x 7 Security Monitoring
24 x 7 Network Monitoring
Controlled HVAC Environment
Halon Fire Suppression
UPS and Diesel generator power backup
SAN storage
(Additional storage available see "SAN Storage Services" section)

Consolidated Server Management:

Example: An agency contracts with ISD to consolidate their agency's servers onto ISD owned and managed servers and to host user accounts, data storage and printer sharing.

Pricing:

\$1.50 per user, per month

Not to exceed 75 users

(More than 75 users will require an agency owned domain, see "Server Hosting and Management Services" section)

Services Provided:

Microsoft Server 2003 License
Operating system support via Microsoft Premier Support
Symantec Virus Protection
Stringent Security Policies
Server Maintenance
Security Patch management
Manage user accounts
Address hardware and software issues
Backup and recovery with off-site storage
All data stored securely on SAN and replicated off-site
Raised floor Datacenter
Redundant connection to the Internet (DS3)
Shared 1GB Network Monitoring
24 x 7 Security Monitoring
24 x 7 Network Monitoring
Controlled HVAC Environment

Halon Fire Suppression
UPS and Diesel generator power backup
50GB SAN storage space
(Additional storage available see "SAN Storage Services" section)

SAN Storage Services

***NOTE:** The services shown and the associated prices are for **STORAGE ONLY**. There will be additional one-time costs associated with installing the necessary infrastructure at your location (switches, fiber, HBA's, etc...). An estimate of the total costs can be provided by ISD by calling the ISD Help Desk at 242-2222.

Example: An agency contracts with ISD to provide a storage solution on the ISD owned and managed Storage Area Network (SAN).

<u>Pricing:</u>	Monthly Charge
9GB or less:	
Locale Storage Only	\$6.00 per GB
Local Storage plus nightly off-site replication	\$7.50 per GB
Local Storage plus near real-time off-site replication	\$9.00 per GB
100GB to 499GB:	
Locale Storage Only	\$5.00 per GB
Local Storage plus nightly off-site replication	\$6.50 per GB
Local Storage plus near real-time off-site replication	\$8.00 per GB
500GB or more:	
Locale Storage Only	\$4.00 per GB
Local Storage plus nightly off-site replication	\$5.50 per GB
Local Storage plus near real-time off-site replication	\$7.00 per GB

Tape Backup Services

Example: An agency contracts with ISD to provide tape backup and recovery services for an agency owned server.

<u>Pricing:</u>	
Archiving (tape backup)	\$.20 per GB*
Vaulting (tape backup and off-site storage)	\$.30 per GB*

***NOTE:** Initial minimum purchase of 100 GB of backup required.

Alabama Consolidated Email (ACE):

Example: Regular Email provided by ISD for State Agencies

Pricing:

250MB Mailbox	\$6.50
500MB Mailbox	\$12.00
1500MB (1.5GB) Mailbox	\$25.00

Services Provided:

Email retention of 15 days
Email backed up for 30 days
Public Folder access
Customized address list
Spam filtering
Virus scanning of Email

Spam Filtering and Antivirus Scanning of Email (For agencies not currently using ACE)

Example: This charge is only for Agencies that use their own email system (not on ACE) and utilize ISD's enterprise anti-SPAM and antivirus appliances to filter and scan the Agency's incoming email.

For Agencies that are using ACE for their email, the cost of this service is already included in your mailbox subscription.

Pricing

\$2.00 per month per user

Managed Enterprise Desktop Antivirus

Example: ISD will provide the license, software maintenance, and server infrastructure of Symantec Endpoint protection. Agencies will pay the monthly charge and have access to the latest version on the software and all updates. This will alleviate the need for agencies to constantly renew their licenses and maintenance; it will eliminate the need for purchasing and maintain and administering and antivirus update server.

Pricing:

\$2.00 per user per month

Handheld Devices

Example: ISD can provide the synchronization services between your ACE accounts (Email, Tasks, Calendar, Contacts, etc) and several handheld devices such as Blackberry, Treo, and various other “Smartphone’s”.

***NOTE:** The prices shown are in addition to your handheld purchase price and monthly subscription to the wireless carrier.

Pricing:

Blackberry \$15.00 per device per month

List Server Service

Pricing:

\$15.00 per list, per month with unlimited members

End User Support or Consulting Services

Pricing:

\$95.00 per hour

ISD Network Operations Catalog

Of Service and Rates

State Capitol Network Access

This service provides desktop access to any building in the capitol complex. Included in this service is:

- Internet Access
- Access to all relevant networks
- Resources defined by customer
- Access to the State Mainframe
- 24 x 7 availability
- Bulk encryption if requested
- Hardware, software, and staff required to ensure the health and security of the network
- Change Management

Prices and Service Description

100 MBPS Outlet	\$10.95 per monthly
Gigabit Connection	Price available upon request
Installation (not including materials)	\$69.00 per hour
CAMPUS Fiber	
Per Pair	\$700.00 per month
Installation (not including materials)	\$500.00

***Note:** This offering is fiber only and is handled on a case by case basis

Network Access Statewide or Non-CAMPUS

This service provides services from a remote site to any building in the capitol complex.

Included in this service is:

- Internet Access
- Management of Monthly Invoices
- Cisco Router service at every location
- Access to all relevant network resources
- Defined by customer
- Access to State Mainframe
- 24 x 7 Availability
- Bulk encryption if requested
- Hardware, software, and staff required to ensure the health and security of the network
- Change Management

Prices and Service Description

Metro Ethernet

10MBPS*	\$800.00 per month
100MBPS*	\$1300.00 per month
Installation	\$500.00

**Currently available only in Montgomery*

MPLS

T-1 (Statewide)	\$5,85.00 per month
56K (Statewide)	\$3,00.00 per month
Installation	\$5,00.00

Fractional DS-3

3 MBPS	\$1,942.30 per month
6 MBPS	\$1,963.50 per month
9 MBPS	\$2,069.50 per month
12 MBPS	\$2,122.49 per month
15 MBPS	\$2,175.50 per month
18 MBPS	\$2,228.50 per month
21 MBPS	\$2,281.50 per month
24 MBPS	\$2,334.50 per month
27 MBPS	\$2,387.50 per month
30 MBPS	\$2,440.50 per month
33 MBPS	\$2,493.50 per month

Full DS-3

Installation	\$2,546.50 per month
	\$800.00
Additional Router Ports	Available upon request
Private Virtual Circuits	Available upon request
Committed Information Rate Circuit	Available upon request
Enhanced Service Level Agreements	Available upon request

Court House Network

Primary Port	\$250.00 per month
Secondary Port	\$50.00 per month
Installation	\$350.00

Remotely Managed Switches

This service is offered for agencies that don't have the staff or don't want to own data switches located around the state. Included in this service is:

- All code upgrades
- Configuration
- All maintenance issues

Prices and Service Description

Cisco 2950 – 12 Basic Switch	\$15.00 per month
Installation	\$300.00
Fiber Jumpers, etc	Varies
Cisco 2950 – 24 Basic Switch	\$39.00 per month
Installation	\$300.00
Fiber Jumpers, etc	Varies
Cisco 3550 – 24 Basic Switch	\$51.00 per month
Installation	\$300.00
Fiber Jumpers, etc	Varies
Cisco 3550 48 Basic Switch	\$79.00 per month
Installation	\$300.00
Fiber Jumpers, etc	Varies
Cisco 3550 – 12 G Basic Switch	\$155.00 per month
Installation	\$300.00
Fiber Jumpers, etc	Varies
Cisco 3560 24 10/100MBPS	\$50.00
Installation	\$300.00
Fiber Jumpers, etc	Varies
Cisco 3560 24 10/100/1000	\$80.00 per month
Installation	\$300.00
Fiber Jumpers, etc	Varies
Catalyst 3560 48 10/100	\$83.00 per month
Installation	\$300.00
Fiber Jumpers, etc	Varies
Catalyst 3560 48 10/100/1000T	\$133.00 per month
Installation	\$300.00
Fiber Jumpers, etc	Varies
Cisco GE SFP LC connector LXILH transceiver	\$17.00 per month
Installation	N/A
Cisco GE SFP LC connector SX	\$9.00 per month
Installation	N/A

Cisco 3560 SFP Interconnect cable Installation	\$5.00 per month N/A
Cisco SX Module Installation	\$7.75 per month N/A
Cisco LX Module Installation	\$9.00 per month N/A
Gigabit Converter Installation	\$36.00 per month N/A
3 Corn Chassis Switch 7700 Series Installation Fiber Jumpers, etc	\$100.00 \$750.00 Varies
Work Group Switch 4400 Installation File Jumpers, etc	\$52.00 \$300.00 Varies
4400, 1000SX – 1000 Base SX Module Installation Fiber Jumpers, etc	\$16.50 NC* Varies
State House Data Center Space	\$33.00 per square foot annually
<i>*If included in full deployment</i>	

Remote Access Services

Dial Up Access

This service provides access to users utilizing the dial up feature of their modem or computer. This service is considered “best effort”. Include in this service is:

- Internet Access
- Mainframe Access
- Access to other resources required by the user as required

Prices and Service Description

1 – 24 Users	\$19.95 per month
25 – 49 User	\$15.00 per month
50 plus Users	\$ 10.00 per month

800 ISD Access (Dial Up Users)	\$0.045 per minute
Account Activation	
1-5 Users	\$10.00
6 – 24	\$20.00
25 – 49 User	\$25.00
50 plus Users	\$30.00
VPN Client Service	
Up to 56K	\$14.00 per month
56K – 256K	\$20.00 per month
256K – 768K	\$28.00 per month
768K – T1	\$35.00 per month

AT&T Dial Internet Access

AT&T Standard

*Business Dial Standard Local Accounts:
Local access only in Bellsouth.net cities
Toll free network access number is
provided for out of network usage and
will be charged at \$0.045 per minute*

\$26.00 per month

AT&T Roaming

*AT&T Business Roaming Accounts:
\$25.50 per month with 150 hours (9,000
minutes) of roaming monthly. Toll
network access number is provided for out
of network usage when local and GSO
roaming numbers are not available. Toll
usage will be billed at \$0.045 per minute.*

****NOTE:** The transmission rate will be
governed by the quality of the originating
line.

\$25.00 per month

AT&T 800 Dial

AT&T Internet (Toll Access)

\$0.045 per minute

EXTRANET Network Access

This is a connection between a third party and the State of Alabama's network resources for the purpose of transacting business whether the connection is provided via a leased circuit or Internet.

56K	\$125.00 per month
56K – 256K	\$145.00 per month
256K – 768K	\$160.00 per month
T1	\$185.00 per month

Installation	\$35.00
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EXTRANET (Internet Access)

56K	\$300.00 per month
T-1	\$700.00 per month
10MBPS	\$1,000.00 per month

Technical Support

This service provides support to users utilizing agency owned networks and agencies requesting adds, moves, or changes to ISD managed networks. Included in this service is:

- Install additional data jacks
- Relocating ISD equipment
- Special requests requested by the user as required
- Providing support for services outside the scope of this catalog

Data Technician	\$69.00 per hour
Engineer	\$75.00 per hour
Router Specialist	\$75.00 per hour
Out-of-town travel expense/mile	\$0.45

DSL/Internet Rates – State

Speed Options

3MBPS/385KBPS	\$96.00 per month
1.5 MBPS/256KBPS	\$85.00 per month
256KBPS/128KBPS	\$53.00 per month

Equipment Required

Modem	\$100.00 per PC (one time charge, supplied by AT&T)
Router – Has 4 port Ethernet switch and includes modem	\$150.00 -(one time charge, supplied by AT&T)

Installation Options

Professional installation of DSL service by AT&T technician: Self-install using kit supplied with modem or router (included with equipment)	\$200.00 (Covers connection to two computer if router purchased)
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Service Activation	\$50.00 (Charged by AT&T)
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Telephone Line

1FB service is required for installation of the DSL service; line may be shared with fax or voice service.
Existing 1FB line can be used if available.

1FB telephone line	\$42.00 per month
Installation	\$10.00
	(Does not include installation of wiring)

DSL/MPLS Rates – State

Speed Options

15.Mbps/256Kbps	\$325.00 per month
3Mbps/384Kbps	\$375.00 per month
	(Monthly charges include the cost of the telephone line which carries the data service.)

Equipment Required

Cisco router, provided and installed by ISD	
Installation	\$500.00

Wireless Access

First block of 15 users	\$150.00 per month
Each additional block of 15 users	\$100.00 per month
Each individual access point	\$11.50 monthly

Applications Development and Support Group

The Applications Development and Support Group (ADSG) provide application analysis, design, programming, and testing for Alabama State agencies, boards, and commissions. Related services such as user training, data conversion, and process re-engineering are also available.

ADSG offers full life cycle software development services to include:

- Software development project time and cost estimation
- Requirements definition studies and documentation
- Preparation of software design specifications
- The development, maintenance and enhancement of custom applications
- User documentation/training

ADSG offers Client Server and Mainframe Software Solutions for a wide range of governmental agencies including executive, licensing and agriculture, service, and regulatory. Our staff has extensive application and system development experience that includes Application Development on Windows and IBM Mainframe platforms.

Client Server

- Visual Basic NET
- MS-Access
- SQL Server

Mainframe

- Easytrieve Plus
- COBOL
- JCL
- RPF
- RACF
- ROSCOE
- CICS
- VSAM
- DB2

A combination of technical knowledge, experience, and effective systems analysis/design using standardized methodologies allows the ADSG to design, develop, and implement integrated information systems to satisfy a variety of user requirements.

Call and let us demonstrate our capabilities!

Pricing:

\$97.00 per hour

Office of Web Services

We offer professional, affordable website design and development services for State agencies, boards, and commissions along with friendly customer service at great rates. We can design (or redesign) every aspect of your site, from graphical design to online business applications.

Equipped with creative staff members and the latest technology, we take great pride in our diverse and exciting designs. From simple text and graphics to more intricate designs, we provide you with amazing services at very affordable prices. No matter what your budget is, we will give you the absolute best solution to accomplish your goals.

You only get one chance to make a first impression. We believe professional design and intuitive navigation are critical to a site's success. Let us help you on your next web design project. You can browse a few of our projects in our portfolio section.

Back by popular demand: State Seals! Looking for a web-ready version of the State Seal to incorporate in your web design? [Click here for free downloads](#). If your state agency needs custom seals and graphics, feel free to contact us.

Specific Services for Specific Needs

ISD Web Services diverse service offering ensures that we can fill any need you may have.

Consulting

Strategy

Web Site Design

Implementation

Application Development

Search Engine Optimization

Usability/Visitor Behavior

Visitor Statistics and Metrics

Pricing:

Includes graphic design, photography, Flash, HTML coding, web applications and maintenance \$97.00 per hour

Service Delivery

The Service Delivery section of OSD provides desktop, voice, data, wireless, and video conferencing services for all state agencies. Service Delivery staff process requests for these services, as well as handle problems passed on from the ISD Help Desk. In addition, they will help you analyze available technologies, tell you which ones are on state contract and set up meetings with contract vendors. Service Delivery's goal is to deliver services in a fast and professional manner, and to be your advocate for implementing technology in your agency.

Pricing

Desktop Services

Support of personal computers, laptops, table PC's, and monitors to include Microsoft Windows, Microsoft Office, software drivers, printer drivers, installation of new hardware and software, repair of personal computers including parts, recommendation for replacement if needed and networking connectivity issues.

	\$20.00 per desktop per month
PC Installation	\$97.00 per hour
Installation of software on desktop PC	\$97.00 per hour
Installation of associated equipment	\$97.00 per hour
Desktop configuration of Email	\$97.00 per hour
Repair of PC and software	\$97.00 per hour
Installation of software on laptop	\$97.00 per hour

Voice Services (Campus Only)

Dial Tone	\$17.50 per line per month
Phantom Dial Tone	\$10.50 per line per month
Meridian Voice Mail	\$5.00 per mailbox per month
Set Rental:	
Single Line (M8009)	\$1.30 per set per month
Multi-line	
8 button	\$5.10 per set per month
8 button hands free	\$6.48 per set per month
8 button/display	\$7.59 per set per month
8 button HF/display	\$8.67 per set per month
16 button	\$9.65 per set per month
16 button/display	\$11.20 per set per month
20 button add on module	\$2.60 per add-on per month
M3904	\$12.00 Per set per month
Technician	\$97.00 per hour

Voice Services Statewide (includes

Campus)	
Long Distance	
Dedicated (Intra and Interstate)	\$0.040 per minute
Switched (Intra and Interstate)	\$0.055 per minute
Toll-Free (800) Service	\$0.045 per minute
Calling Card	
Intra/Interstate	\$0.135 per minute
International	\$1.25 per minute
Directory Assistance	\$1.25 per call
Conference Calling	
1FB – Regular Business Line	
Basic (includes hunting CWT,CFD,	
3WC, CLID	\$42.00 per line per month
Voice Mail (on 1FB)	\$6.40 per mail box per month
Installation	\$10.00 per line
DID (Direct-Inward-Dial)	
Analog	\$48.00 per line per month
DSO (carried on T1)	\$40.00 per line/channel per month
Installation	\$10.00 per line
DOD (Out-dials) and Combos	
Analog	\$38.00 per line per month
DSO (carried on T1)	\$30.00 per line/channel per month
Installation	\$10.00 per line
CENTREX/ESSX	
Station/Extension	\$8.00 per station per month
NARS	\$13.00 per trunk pr month
Installation	\$10.00 per station/NARS
Local Facilities	
T1	\$135 per T1 pipe per month
DS3	\$1,135.00 per DS3 pipe per month
PRI (23B)	\$540.00 per PRI pipe per month
PRI (47B)	\$1,070.00 per PRI pipe per month
Installation	\$50.00 per T1, DS3 or PRI
OPS (Off Premise Station)	
Metro Analog (includes dial tone)	\$50.00 per line
Statewide Analog (includes dial	
tone)	\$205.00 per line
Statewide T1	\$510.00 +\$10.00/station per T1 pipe
Installation	\$50.00 per line/pipe
Tie Line	
Metro Analog (includes dial tone)	\$45.00 per line
Metro T1	\$250.00 +\$10.00 /station per T1 pipe
Statewide Analog (includes dial	
tone)	\$205.00 per line
Statewide T1	\$510.00 +\$10.00/station per T1 pipe
Installation	\$50.00 per line/pipe

Unified Messaging

Call Pilot (Voice mail in your email
Inbox) \$9.50 per mailbox per month

Video Conferencing Services

Port leased Network Time \$50.00 per hour
Installation \$100.00

Room Rental

Member \$25.00 per hour
Non-member \$27.50 per hour
Private \$75.00 per hour

Bridging

Member \$5.00 per hour per port
Non-member \$25.00 per hour per port

Off Network Charges

US \$0.03 per minute
Outside US \$0.30 per minute

Wireless Services

Blackberry Enterprise Service Call for pricing (Various plans)
Treo Goodlink Service Call for pricing (Various plans)
Cingular phones, PDAs, and Air
cards On contract
SouthernLink radios, and phones On contract

Fax Services

Basic Service (1-500 sent/received
faxes) \$30.00 per line per month
Additional faxes (each additional
1500 faxes) \$30.00 per line per month
Installation of Fax Lines/Service \$100.00 per line (one time fee)
Setup Fee \$75.00 per hour (waived if customer
installs software provided by ISD)
Customer Training Free

Office of Project Management

The office of Project Management provides oversight of Information Technology (IT) related projects both internal to the Finance Department and to State agencies utilizing Information Services Division (ISD) resources.

Services provided by the Office of Project Management include but are not limited to:

- Coordinate project activities with ISD operation units to insure the delivery of IT services in an appropriate and timely manner while providing a measure of quality control over the project.
- Provide project services and assistance to include oversight, tracking, planning, resource allocation, analysis and reporting. These services come in the form of:
 - Develop Business Needs Assessments
 - Develop System Requirements Definitions
 - Conduct Risk Assessment Studies
 - Assist in the development of IT specification on invitations to Bid (ITB)
 - Assist in the development of IT specification on Requests for Proposal (RFP)
 - Assist in the review of vendor proposals generated by an IT related RFP

Pricing

\$97.00 per hour

Training Services Information Technology (IT) Training

Computer Training

To address the needs of State agencies and reduce costs, ISD provides computer training through the Auburn University at Montgomery, Advanced Training Group (ATG). Certified instructors teach introductory, advanced desktop and engineering-level courses at the Alabama Techna-Center. Other course offerings include Microsoft, Oracle, Cisco and any other requested training to meet State agencies hardware and software training requirements.

Visit the ISD Training Services website at www.isdtraining.alabama.gov and click on the “Computer Training” menu to access training calendars, course descriptions, and registration instructions. Click [here](#) for a price list: Excel or PDF.

ISD Products and Services Training

ISD offers ISD customers free training to provide the technical knowledge they need to successfully use the following ISD Products and Services. Instructor-led training can be delivered on-site or in the SD Folsom Administrative Computer Lab. Demos on the Alabama Centralized Email System can be scheduled for audiences of up to 200 people in the State Capitol Auditorium.

Wireless/Voice Services Training

- Telephone Sets
- Voice Mail
- Conference Calling
- PDA type devices
 - Blackberry
 - Treo

Alabama Centralized Email (ACE)

- Webmail
- Outlook for ACE users

Internet Explorer 7.0

Call Pilot

Fax Server

VPN

ListServ

Resource Access Control Facility (RACF)

Copy Center

The Copy Center, located in the Gordon Persons Building, provides quick turn around on print jobs, including composition, prepress, and binding. Printing can be on paper ranging from 8 ½ x 11 up to 12 x 18 in size and on various weights and colors.

- Conveniently located next to the Gordon Persons' loading dock
- Customer parking available
- Two-shift services (6:00 a.m. till 11:00 p.m. Monday – Friday)
- Quick turn around on all jobs
- Black and white as well as color printing
- Offer free pick-up and delivery (via in-house pick-up and delivery or UPS)
- Composition and are services available (including PDF for web posting)
- Accept camera ready copies and electronic files (discs or CD's)
- Bindery service offered:
 - Stapling
 - Collating
 - Folding
 - Numbering
 - Cutting
 - 3-hole punch
 - Coil binding
 - Tape binding
 - Perforating
 - Scoring
 - Padding
- Printing services offered:
 - Carbonless forms
 - Black and white business cards
 - Variable data printing
 - Postcards
 - Newsletters
 - Flyers and forms
- Competitive pricing (20lb white 8 ½ x 11 paper is included)
- Coming soon – Customers will be able to go online and request a price quote and submit their job for printing

FRMS Administration

The FRMS Administration office includes Financial Systems Administration, Personnel/Payroll Systems Administration, Procurement and Applications Operations.

Prices

GFS	\$0.22 per record
LGFS	
• Stand Alone	\$0.07 per document
• Generic	\$0.35 per document
GHRS	\$1.20 per pay warrant
SNAP	\$11.25 per PO/RC

Resource Management

The Resource Management Office is charged with overseeing the accounting, budgeting, project management, and contract management functions of ISD.

- **Financial Administration**
 - The Financial Administration office performs a myriad of financial functions which includes:
 - Processing bills from the State telecommunications vendors
 - Procurement and payables
- **Asset Management**
 - The Asset Management Office includes Software Licenses and Payroll, Hardware Inventory, and ISD Space Management
- **Project Management Office**
 - The Project Management Office is responsible for initiating, planning, executing, controlling and closing projects of ISD and customer agencies.
- **Contract Management**
 - The Contract Management Office is new to ISD and includes Data and Voice Services Contracts, Hardware and Software Contracts, and ITBs, RFPs, and Professional Service Contracts

Office of Mainframe Software Support

The Office of Mainframe Software Support includes but is not limited to customers support services for legacy IBM mainframe applications and systems.

Benefits and Features:

- Highly skilled mainframe professionals available to perform needed mainframe consulting and technical services
- Augment your own technical support staff efficiently and effectively
- State-of-the-art IBM z/800 hardware platform
- Customers realize significant savings by sharing IBM mainframe resources instead of running their own IBM mainframe
- Support and service delivery best practices and processes are followed to promote excellent customer satisfaction

Mainframe Software Support Services

Mainframe Software Support Services offers customers the opportunity to supplement their internal technical units with additional consulting, training, and problem resolution for mainframe processing and software. Some of the system software supported on the mainframe is listed below:

- **CICS** (Customer Information Control System) an IBM online transaction processing program
- **IMS** (Information Management System) an IBM database and transaction management system
- **IMS Listener** allows applications to forward transactions from servers to IMS
- **DB2** is an IBM family of relational database management system products
- **Data Facility Storage Management Subsystems (DFSMS™)** is an IBM software suite that automatically manages data from creation to expiration
- **DFSMS (Data Facility Storage Management System)** is an IBM Data management, backup and HSM software from IBM for MVS and OS390 mainframes
- **DFSMSHsm (Hierarchical Storage Manager)** is an optional feature providing backup, recovery, migration, and space management functions.
- **RACF (Resource Access Control Facility)** protects your vital system resources and controls what users can do on the operating system.
- **ROSCOE** a mainframe Text Editor
- **SYNCSORT** a high performance sort/merge/copy utility available on the mainframe system.
- **COBOL (Common Business Oriented Language)** a second-generation programming language
- **TCP/IP (Transmission Control Protocol/Internet Protocol)** the basic communication language or protocol of the Internet. It can also be used as a communications protocol in a private network (either an intranet or an extranet)

- **Connect Direct** provides the capability for moving mission-critical data to and from a variety of platforms supporting multiple communication protocols.
- **VTAM (Virtual Telecommunications Access Method)** is an IBM application for MVS, With VTAM/SWITCH users can switch between multiple VTAM sessions (CICS, TSO, ICCF, IMS, TESTCICS, etc) by either pressing a PF/PA key or by entering a special two position character string in conjunction with a PF key (even one reserved by an application)
- **CA-Spool Print Management** provides an independent spooling and print management system for all 3270-type, AFP-type, PCL-type, and PostScript-type SNA, TCP/IP and FSS-connected printers
- **NETVIEW** is IBM's network management system. A text message-based system that monitors, manages and controls SNA networks
- **TSO/ISF** is an IBM text editor and programming facility
- **EasyTrieve Plus** is a report generator
- **CA-7** Unicenter CA-7 Job Management can fully manage workloads by establishing job dependencies, setting even triggers and managing workloads base on resource requirements. CA-7 Job Management can automate, schedule and control your production workload.
- **CA-11** Unicenter CA-11 Restart and Tracking is the market leading mainframe rerun management and tracking solution, with the ability to automate the rerun process
- **Librarian** provides general-purpose library management services for mainframe OS/390 and z/OS, VSE and VM environments
- **Novation** is Mainframe web access middleware (GT Software)
- **VISUALCONNECT** is Screen Scraping software
- **VISUALCONNECT EMULATOR** is TN3270 Emulator software
- **TCACCESS** provides SQL access to mainframe files
- **IVORY SML/SOAP** Access to mainframe
- **JSUB** submits JCL from CICS
- **Abend-AID/CICS** provides both system and application programmers with in-depth ABEND diagnostics for CICS applications, transitions, and regions.
- **EOS** Print Output Management

CPU Services

Batch-prime	\$0.0800 per CPU second
Batch-off prime	\$0.0700 per CPU second
CICS	\$0.1500 per CPU second
IMS	\$0.1200 per CPU second
ROSCOE	\$0.4500 per CPU second
TSO	\$0.1200 per CPU second
DB2	\$0.3500 per CPU second

Storage Services

DASD STORAGE (SMS)	\$0.000030 per 100 bytes per month
DADS STORAGE (TRIPLE)	\$88.00 per volume per month
DASD I/O	\$0.0120 per 1,000 EXCP's
TAPE I/O	\$0.1900 per 1,000 EXCP's
TAPE STORAGE	\$1.20 per cartridge per month
LINE PRINT	\$2.99 per 1,000 pages
LASER PRINT	\$0.0550 per page